CLAIMS

I claim:

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- 1. In an internet communication environment, the improvement comprised of a combination of a chat function with a browser leading function.
- 2. A communications process comprised of the following steps: a user clicks on a special hyperlink button on a website; the user is connected via the hyperlink to begin a real-time dialogue with a live sales or service person; the service person answers questions, makes sales or leads user to any desired location on the web.
- 3. A real time internet communications system, the system comprising an iSession service 10, a website 11, one or more support Agents 13, and a User 14, wherein an Agent logs in (arrows 1) to the iSession service 10, while User 14 is browsing (arrow 2) the website 11; User clicks on iSession hyperlink on the site and is directed (arrow 3) to the iSession cloud 10, where User 14 is placed in a queue while the iSession switching cloud notifies (arrow 3) logged in Agent 13 that a User has made a Request via the link; the cloud 10 distributes (arrow 14) an iSession Java client application to User 14; when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed (circle 5) into an iSession channel 12 to collaborate.

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